January 2020 Performance Metrics

The purpose of CTA’s monthly performance metrics is to set internal goals for agency performance to encourage improvement and establish accountability. Below is information that may be helpful in understanding the metrics for the month of January, including progress that has been made in several metrics. All boxes in green demonstrate that CTA met or exceeded its monthly target and yellow boxes mean that the CTA came within 10% of the monthly performance target. Targets missed by more than 10% are indicated by a red colored box.

In January, the CTA met, exceeded or came within 10% of the agency’s monthly internal targets in nearly all categories for bus and rail, including:

- Rail Ridership;
- Bus Ridership;
- Total Ridership;
- Mean Miles between Reported Rail and Bus Vehicle Defects;
- Average Daily Percent of Rail Fleet Unavailable for Service;
- Average Interior Rail and Bus Clean Inspection scores; and others.

Adverse weather was a contributing factor for two bus and rail categories missing their target goals in January. Delays of 10 Minutes or More for Rail exceeded its target due to an increase in vehicle and signal system defects requiring repairs. For Bus, the Percentage of Big Gap Intervals exceeded its monthly target due to flooding that required the temporary closure of Lake Shore Drive, as well as special events such as the Women’s March, March for Life, 3 King’s Parade that required multiple street closures.

The Average Daily Percent of Bus Fleet Unavailable for Service metric target was missed due to ongoing vehicle maintenance and repairs.

Chicago Transit Authority
### CTA Preliminary Monthly Performance

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</thead>
<tbody>
<tr>
<td>Total Ridership (in millions)</td>
<td>18.0</td>
<td>16.1</td>
<td>16.4</td>
<td>16.0</td>
<td>15.6</td>
<td>15.4</td>
<td>15.3</td>
<td>15.0</td>
<td>15.3</td>
<td>16.0</td>
<td>16.4</td>
<td>16.3</td>
<td>16.0</td>
<td>Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.</td>
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<tr>
<td>Rail Ridership (in millions)</td>
<td>18.3</td>
<td>16.1</td>
<td>16.4</td>
<td>15.8</td>
<td>15.3</td>
<td>15.0</td>
<td>14.9</td>
<td>14.4</td>
<td>14.7</td>
<td>15.0</td>
<td>15.2</td>
<td>15.0</td>
<td>14.9</td>
<td>Number of rides registered on the rail system including rail-to-rail transfers.</td>
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<tr>
<td>Bus Ridership (in millions)</td>
<td>19.7</td>
<td>17.5</td>
<td>18.1</td>
<td>19.3</td>
<td>19.2</td>
<td>19.8</td>
<td>19.9</td>
<td>20.9</td>
<td>21.8</td>
<td>19.3</td>
<td>18.6</td>
<td>18.5</td>
<td>19.5</td>
<td>Number of rides registered on the bus system.</td>
</tr>
<tr>
<td>Total (Year-to-date, in millions)</td>
<td>453.4</td>
<td>33.5</td>
<td>168.2</td>
<td>160.4</td>
<td>148.6</td>
<td>185.1</td>
<td>223.7</td>
<td>202.7</td>
<td>302.1</td>
<td>346.4</td>
<td>421.2</td>
<td>455.7</td>
<td>367.3</td>
<td>Number of rides registered on the bus and rail systems year-to-date. Includes rail-to-rail transfers.</td>
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<td>% Change Over Prior Year (Year to Date)</td>
<td>-2.4%</td>
<td>-3.3%</td>
<td>-4.5%</td>
<td>-4.6%</td>
<td>-3.8%</td>
<td>-3.4%</td>
<td>-3.1%</td>
<td>-2.9%</td>
<td>-2.6%</td>
<td>-2.8%</td>
<td>-2.0%</td>
<td>-2.6%</td>
<td>-4.6%</td>
<td>Number of rides registered on the bus and rail systems year-to-date. Includes rail-to-rail transfers.</td>
</tr>
</tbody>
</table>

**Legend**

- **CLEAN**: Reporting zero distance and Bus Link issues, meaning no data will be received from the bus. This does not measure defective destination signs.
- **EFFICIENT**:-mails reporting zero distance and Bus Link issues, meaning no data will be received from the bus. This does not measure defective destination signs.
- **ON-TIME**: Reporting zero distance and Bus Link issues, meaning no data will be received from the bus. This does not measure defective destination signs.
- **RIDERSHIP**: Reporting zero distance and Bus Link issues, meaning no data will be received from the bus. This does not measure defective destination signs.

**Footnotes**

1. Shading for Customer Service Average Wait time is green if meeting or exceeding target, yellow if within 60 seconds of target and red if exceeding target by 60 seconds.
2. Shading for Percent of Buses with Defective Automated Voice Announciation Systems is green if meeting or exceeding target, yellow if within 1% of target and red if exceeding target by 1%.

**Definitions**

- **Reported ADA Complaints**: Number of reported complaints to Customer Service identified as ADA-related.